

Annual Report

1 July 2016 – 30 June 2017



“When people call, they realise that this confidential conversation will lead to the support they need. It’s important that we as a service can be part of that. Crises don’t just happen 9am – 5pm.”

Jen,
Aviva Support Line Worker



Our Vision

A society free from the harms of family and sexual violence, where healthy children, families and communities are honoured and supported as the foundations of New Zealand’s future.

Our Purpose

Through strategic and service excellence, our purpose is to support New Zealand’s children, families and communities to become their best, free from the harms of family and sexual violence.

Contents

Our Vision	1
Our Purpose	1
Business Directory	1
Chair and Chief Executive Officer’s Report	2
Summary of Key Statistics	5
Client Services Report	6
Our Supporters and Friends	8
Treasurer’s Report	9
Statement of Financial Performance	10

Aviva (Inc. Christchurch Women’s Refuge) Charitable Trust

Business Directory

AS AT 30 JUNE 2017

Address: PO Box 24161 Christchurch New Zealand 8642

Telephone: (03) 378 3847
0800 28482 669 or 0800 AVIVA NOW

Registered Office: The Loft, Eastgate Shopping Centre, Christchurch 8062

Board Members: Darryn Russell (Chair)
Peter Cody (Treasurer)
Nathan Latimer
Melissa Haberfield
Monique Bond (Resigned July 2016)
Abby Suszko

Secretary: Christine Wallace (Until March 2017) Nicol O’Donnell (March 2017 onwards)

Auditor: Deloitte
Chartered Accountants
151 Cambridge Terrace, Christchurch

Bank: Kiwibank, 7 Waterloo Quay, Wellington

“I went through the (Tamariki) programme four years ago and it changed my life. I believe the course taught me what I am allowed to do and the rights others have, and that it has opened me up to support others in the same situation.

***Evan,**
Tamariki Group Participant

Chair and Chief Executive Officer's Report

A determination to stop violence against women saw our organisation's founders take assertive action by forming New Zealand's first ever women's refuge in 1973. Almost 45 years later, our commitment to ending interpersonal violence and eliminating its social, cultural and economic drivers is as strong as ever.



Family Help Trust Director Libby Robins; Aviva CEO Nicola Woodward; Christchurch Mayor Lianne Dalziel; NZ Red Cross CEO Tony Paine; then Prime Minister John Key; and Better Health Managing Director David Jones at the official opening of The Loft on 19 August 2016.

The nature and level of social change this necessitates sets challenges both within and external to our sector. Despite these challenges, our vision for a violence-free New Zealand remains our purpose and our drive, and it must be uncompromising. This is why, this year, we've been an active and integral part of co-creating and realising an innovative vision for working with families at The Loft; we've challenged and changed the traditional response to men using violence by bringing our award-winning ReachOut model of service to the Integrated Safety Response (ISR) pilot; and we've developed a new approach to preventing and intervening

earlier in relationship violence by supporting young people, their whānau and friends, to understand and build healthy relationships.

One of the most significant focuses of the past year for Aviva has been the move to and opening of The Loft, the co-located community, social and health service hub in Eastgate Shopping Centre. Aviva and our partners have been working hard to co-create The Loft – a concept unique in Australasia - since 2012. It was a long and difficult journey to achieve this vision, one which has required willingness to compromise, give, invest and change from all involved. The shared commitment to fundamentally transform how social support is organised, operates and is experienced has seen The Loft already deliver on its promise to individuals and families within 12 months of opening its doors. This promise – and what makes The Loft unique - is to intentionally create ways of working together that enhance outcomes for children, families and communities. Together with our partners at The Loft we're committed to developing and innovating our systems and processes so that accessing and receiving services and support is as easy as possible. As it develops, we hope that The Loft offers a potential blueprint for similar innovative family-centred service models elsewhere in the country. The Loft's Research and Evaluation Framework, developed for us this year by the New Zealand Institute of Economic Research, will help us track the progress we're making.

In fact, we already know that The Loft is making a difference. Simple, easy access through one welcoming front door has encouraged hundreds of people to visit and seek support. In The Loft's first 12 months of operation, 408 people unconnected with any organisation at The Loft received information and/or advice on a range of significant social issues and concerns; almost half of these were family violence-related. By the end of this financial year 10 social and community service agencies were operating from The Loft, alongside a neighbouring Integrated Family Health Centre, also promoted under The Loft banner. The ability to access so many health and wellbeing services, without having to determine which one will best meet your needs before asking for assistance, has been unanimously appreciated by those visiting The Loft.

"The course is helping me a great deal. I think I'm seeing the situation more clearly."

***Kelly,**
Women's Group Participant



Nineteen Safelets – alarms and GPS tracking systems disguised inside a bracelet – were gifted to Aviva for high risk clients with funds raised by Venus Women's Group Riccarton.

Whilst the switch to a shared working environment hasn't been without its challenges, our first year here has highlighted significant opportunities for more integrated service delivery and sharing of strengths, knowledge and resources across partners; these opportunities will be further progressed in the coming year. Of particular interest is the development of a data sharing hub with Family Help Trust and other partners of The Loft, supported by the Social Investment Agency.

Since July 2016 Aviva has provided a high risk Independent Victim Specialist (IVS) and Perpetrator Outreach Service as part of a new ISR pilot in Canterbury. This pilot sees a wide range of non-government and government agencies working more closely in order to provide a better response to individuals and families following Police attendance at a family violence episode. Although ISR is only a partial response to family violence harm - the majority of referrals to Aviva are still self or other-agency referrals - the pilot does offer an important opportunity to engage and build a multi-agency model that has the potential to inform a whole system approach. A key feature of ISR is that those identified as being at high risk of repeat severe family violence harm are more rapidly engaged and supported by a family violence specialist. ISR has also adopted the proven principles and practice of Aviva's ReachOut service in recognising the harm reduction benefits of proactively engaging and supporting people using violence; this is a key element of the ISR pilot's whānau-centric approach.

Over the course of the year Aviva staff didn't only support men, women, children and young people at high risk of repeat family violence harm, they also supported many families at medium to low risk. By co-locating and developing an integrated co-gendered, multicultural ISR team at The Loft, we were able to offer easy access to many other health and wellbeing services. For example, children referred to Aviva were also supported by The Loft's specialist children's services. In addition, young people and adults with multiple issues alongside family violence were supported by The Loft's financial and medical services, amongst others. This is precisely what The Loft is all about.

Through the ISR pilot, Government made a significant investment to develop local capacity to provide non-Court Ordered access to traditional stopping violence programmes for men using violence. However, based on the convincing

evidence provided by ReachOut, we adapted this award-winning service model for ISR by creating a new role – the 'Independent Perpetrator Specialist' (IPS) - to work with men at high risk of causing repeat severe harm. Like IVS, the IPS were part of an integrated team approach for the whole family. Evidence from multiple independent evaluations of ReachOut's client experience and outcomes over the last six years clearly demonstrates that engagement with a highly personalised service is the key to sustained behaviour change for men using, or at risk of using, violence. The personalised nature of our work meant that Aviva was able to secure extremely high engagement rates through its IVS and IPS team - an average of 67% for men using violence, and 90% for women at high risk of repeat severe harm. We commend the team for their outstanding work during the year, often in very trying circumstances.

Following its success in New Zealand's national Problem-Oriented Police (POP) Awards in 2016, where ReachOut was acknowledged for its effectiveness in reducing repeat family violence offending, we were delighted when ReachOut achieved further recognition in the international Herman Goldstein Awards held in Arizona in October 2016. This was the first time New Zealand was represented in this prestigious international award. During the year Aviva's Operations Manager was also called on to present ReachOut to the Ministerial Working Group on Family and Sexual Violence.

Along with ReachOut, in recent years we have endeavoured to change the conversation about violence and safety by introducing other services such as Shine safe@home in 2012. Requiring a traumatised family to leave their home in order to become temporarily safe is, in our view, an unfair, outdated, uneconomic and unsustainable response model. By removing the violent person and making the home safe, we can achieve more sustainable and cost-effective safety and social justice outcomes. Unfortunately this year we had to retrench Shine safe@home due to funding limitations. However, we're very glad to say that new funders have come on board to support this essential service in the coming financial year.

One area that experienced significant growth and attention this year was our response to young people experiencing and/or causing family violence harm. Thanks to the Wayne Francis Charitable Trust we recruited two dedicated youth

"I have grown so much from this experience and have found the support from Aviva invaluable, to the point where I didn't want to give up peer support. Thank you for being that shining light that guided me out of the darkness"

***Stephanie,**
Specialist Peer Support Client

workers, supported by a youth-focussed member of our ISR team, to develop a personalised, family-centred youth service for young people up to 25 years old. The team's creative and adaptive approach with young people has won them praise from clients and their families, and we're sure will sow the seeds of positive change for many young people.

Finally, we were very excited in October 2016 to extend our microfinance service to include low interest StepUP loans in partnership with Good Shepherd NZ (GSNZ) and BNZ. 'StepUP' loans are now available alongside the No Interest Loans (NILS) service we've offered since early 2014, with the support of GSNZ and Kiwibank. Both loan options provide access to safe, fair and affordable credit to purchase essential goods and services, and are available to non-Aviva clients. Fair credit also enables people to build a positive credit history, as well as their own personal financial confidence and capability. It's our mission to see the number of pay-day and third-tier lenders in our neighbourhoods decrease as more people are able to access fair credit.

During the year our Senior Management Team and Board jointly developed Aviva's new three-year strategy. Building on our achievements and progress over the previous six years to transform Aviva's response to family and sexual violence, our new strategy will be brought to life by all staff and partners. Over the coming years we'll continue to build personal, family and community safety through service excellence and further innovation, research and evaluation. Additionally, we'll continue to grow and diversify our financial strategy and strengthen and build our workforce and organisational capabilities. It's also our intention to grow Aviva's profile, regionally and nationally, as an alternative and contemporary family-centred response to family and sexual violence.



Nicola and Darryn accept the Supreme POP Award for ReachOut in 2016.

People are at the centre of everything we do: the people we support; the staff who do amazing work, whether directly with Aviva's clients or by supporting them through other important roles; and the people who support all of the work we do. We want to thank you all – our donors, funders, champions and volunteers. And of course, our staff.

A special thank you to Monique Bond, who left the Board at the start of this year after two years' service. Monique gifted her time, expertise and passion to Aviva; we know her heart remains committed to Aviva's work.

We're so proud to be part of this magnificent and dedicated team who are willing to advocate, challenge and go the extra mile to achieve Aviva's purpose to enable families, homes and communities to become violence-free. It's our privilege to walk alongside those we support as they change their lives; we're all changed by this work too. For us, it's important to remember that none of us makes change alone; that we can support and, in turn, be supported by others.

The new year will inevitably bring challenges, learnings and opportunities. We particularly look forward to working more closely with our partners at The Loft to support our community and the families within it. Thank you to everyone who has journeyed with us throughout the year; we look forward to your continued support.



Darryn Russell
Chair



Nicola Woodward
CEO

Summary of Key Statistics

Description	Actual This Year 2016 – 2017	Actual Last Year 2015 – 2016	% +/- On previous Year
Total number of children and adults receiving face-to-face support for family or sexual violence related issues	1,849	1,519	22% up
Police Incident Reports actioned	76	2,467	This service ended July 2016
Independent Victim Specialist High Risk actioned (taken over from Police Incident Reports)	308	NA	NA
Perpetrator Outreach Service High Risk actioned (taken over from Police Incident Reports)	104	NA	NA
Medium – low risk referrals from ISR team	480	NA	NA
Calls for support via Aviva's 24-hour 0800 line	4,619	3,829	21% up
People supported to overcome sexual assault (SASSC)	371	355	4% up
Homes made physically more secure from forced re-entry (Aviva's Shine safe@home)	75	176	57% down
Individuals made safer in their own homes (Aviva's Shine safe@home)	177	383	53% down
Children and young people supported to overcome family violence	116	Not reported as a separate category last year	
Men supported by ReachOut to overcome violent behaviours	154	230	33% down
People supported on the journey to wellbeing by people with lived experience (Specialist Peer Support)	93	64	45% up
People trained to support others as peers within their community (Specialist Peer Support)	12	8	50% up
Families supported towards financial wellbeing (Microfinance)	29	27	7% up
Gifted Hours	9,515.86	4,041.3	136% up
Children receiving family violence education	60	37	62% up
Women receiving family violence education	74	68	9% up

Client Services Report



Entry to The Loft on the first floor of Eastgate Shopping Centre.

Family Support Worker Team

The Family Support Work team undertakes the bulk of our work with women and children. They assess safety, offer support, assistance and advocacy; provide education about family violence; and give clients contacts and practical strategies which enable them to rediscover their confidence, build their resources and take charge of their own lives. This year the team grew to six practitioners across Christchurch and North Canterbury, and was supplemented by our Group Education Facilitator and part-time specialist Children's Worker. Together this team also provided 134 women and children with our 10-week group education programmes, an increase of 28% on the previous year.

The high demand of the Integrated Safety Response (ISR - see overleaf) and the need to rapidly and frequently divert resources to that expanding team throughout the 2017 financial year had a significant impact on Aviva's capacity to respond to non-ISR referrals. This particularly affected our capacity to respond to self-referrals (ISR only responded to referrals from Police and Corrections). Consequently, Aviva made the difficult decision to suspend referrals from the CDHB and Oranga Tamariki in order to manage and protect our limited capacity to respond to self-referrals, of which the Family Support Work team continued to receive a high number. Along with Ministry of Justice referrals, this demand often led to the operation of a managed waitlist of up to three weeks.

0800 Aviva Now

During this year we received the highest ever volume of phone calls to our support line – over 4,600 - exceeding our previous peak volume by 650, or 16%. All client-facing staff are rostered onto the Support Line during work hours. We've found that clients generally are happy to speak with either a male or female staff member, although they are always offered a choice. Outside of office hours, calls are answered initially by a call centre, with rostered Aviva staff on call for urgent specialist responses where needed.

ReachOut

Our ReachOut early intervention service for men using violence continued to receive a steady stream of referrals, although changes to the team due to the completion of a fixed-term earthquake-related grant from the Red Cross saw

Twenty-four hours a day, every day of the year, Aviva is on hand to support Cantabrians overcoming family or sexual violence. We're privileged to be a part of so many people's journeys to brighter futures – it's what gives us our passion and our strength. We provide that support to individuals and families in North Canterbury from an office in Rangiora, and to Christchurch and Selwyn District from The Loft in Christchurch. Outside office hours, support is available 24-hours a day via 0800 Aviva Now.

a decrease in the on-the-ground presence in North Canterbury. The team also decreased from three to two part way through the financial year, and this is reflected in the decrease in supported clients. A female Family Support Worker joined ReachOut for the first time, bringing gender diversity to the team. Men responded well to a female ReachOut worker, and her presence enabled clients to demonstrate to themselves that they could show respect to a female whilst also being appropriately challenged by her.

During the last financial year we also completed a Service Development Framework, including a Māori Responsiveness Framework, for ReachOut, to ensure that the service provides an effective response to men regardless of age or ethnicity, wherever and by whomever it is offered. Research informing the development of this framework established that the main success factors of ReachOut are relationship, trust, respect and personalisation.

Youth Service

Aviva's Youth Service continued to develop and grow during the year. Two new staff joined the team, creating a team of three, one of which supported high risk referrals from Aviva's ISR practitioners. The Youth Team worked with young people aged 13-25 on a one-to-one basis, helping both those who had experienced family violence and those who had used it. Additionally, two part-time Youth Workers delivered the Healthy Relationships in-school programme in three schools across terms one and two of 2017. A total of 242 students engaged in the programme, which was delivered in a five session format.

Sexual Assault Support Service Canterbury (SASSC)

The last year again saw an increase in the number of people supported by the Sexual Assault Support Service Canterbury, provided in partnership with START. In the 2017 financial year we were successful in gaining a three-year contract from the Ministry of Social Development for this service, providing an opportunity for stability and service growth. This is essential as, with over 370 clients in the last year, the service is well beyond current clinical and administrative capacity. SASSC is available 24-hours-a-day and the after-hours component of the service still relies on the commitment of a large team of volunteers. Without their willingness to donate so much of their time, this essential service could not provide the support it does to people who are in crisis.

Specialist Peer Support

Specialist Peer Support continued to be busy. At the start of the financial year the team comprised four part-time staff members, which is reflected in the 45% increase on client numbers, but the end of our funding contract for our male peer support specialist in February saw the team reduce to three. The service ran two Purposeful Peer Support Workshops for community-based peers from which 12 people graduated. The women's fortnightly, informal peer support group continued with the intention of becoming a closed group at the end of the calendar year and moving into the community, run and led fully by participants rather than Aviva. Demand for community presentations from people with lived experience continued to be high, and included Plunket, the District Health Board, Police, Ara Institute of Technology and The Salvation Army.

Microfinance

In October 2016 Aviva's No Interest Loans (NILS) scheme changed to become Aviva Microfinance, in recognition of our authorisation to begin issuing low-interest loans in partnership with Good Shepherd NZ and BNZ. These 'StepUP' loans of up to \$5,000 can be used for car purchase, and were in addition to the no-interest loans of up to \$2,000 which we had been offering since early 2014, with the support of Kiwibank. Both loans provide people with access to safe, fair and affordable credit for purchase of essential goods and services, and enable people to build a positive credit history and take control of their finances. Both No Interest and StepUP loans are available to non-Aviva clients.

The number of loans issued in the last year was similar to the previous year, partly due to a suspension of loan issue for several months during the recruitment and training of a new loan officer. This also contributed to the number of loans issued being below target. Additionally, loan targets were revised upwards in July to incorporate StepUP, although we did not begin offering these loans until October.

Shine safe@home

Shine safe@home enables those who have experienced violence to stay in their homes, safely, through the provision of security upgrades. As was expected, and signalled in our previous report, this service experienced a significant drop (57%) in security upgrades completed in this financial year due to several factors. Firstly, a key funding contract ended, limiting resources to deliver the service in terms of staff and physical resources; we closed the service to external referral in order to manage the demand on the service relative to limited resource and capacity; and lastly, responsibility for the service was shared amongst Family Support Workers rather than being managed by one specific staff member. New funding secured for the 2017/18 year should see safe@home increase again.

The Loft

The year saw a significant amount of work on behalf of The Loft led by and/or involving Aviva staff, including work-streams related to Client Pathways; Organisational Culture, Senior Management; Marketing; Fundraising; Health and Safety; and Key Policies and Processes. As current Head Lessee, Aviva's Board has also been closely involved in The Loft's governance, in partnership with the Family Help Trust, until an unincorporated Board is formed.

Staff also contributed to the front-of-house response. Two staff are rostered on The Loft's reception desk at all times. One performs a receptionist role and the other is a Navigator. This role rapidly meets with people coming into The Loft seeking advice and support, undertakes an assessment to identify immediate needs, and then navigates them to the most appropriate service/s; this could be at The Loft or an external service. This part-time role is supplemented by a roster of practitioners from across The Loft's tenant-partners, a practice which has provided an important opportunity for partners and staff to work together and support clients from a more holistic viewpoint.

In the first year of its existence, 408 people unconnected with agencies within The Loft sought support and/or advice. Twenty percent needed no additional help, 40% were referred externally (and directly supported to access that support), and 40% internally. Of these, 45% required family violence support. The Loft has also proven to be a very accessible place for local Māori and Pasifika. In Christchurch only eight percent of people identify as Māori, and less than 3% as Pasifika; 35% of Loft 'walk-ins' identify as Māori and 5% as Pasifika.

Integrated Safety Response (ISR)

In the last financial year the previous FVIARS model of responding to Police reports of family violence was replaced by a new multi-agency response pilot called the Integrated Safety Response. Aviva provided a specialist team to respond one-to-one to the highest risk referrals. The individual nature of this work meant that Aviva was able to secure extremely high engagement rates (which we define as four interactions or more, at least one of which must be face-to-face) - an average of 67% for men using violence, and 90% for high risk women experiencing violence. Two staff from He Waka Tapu were part of this team for the first six months of the year.



Youth Team members Dylan, Mike and Lara get into the spirit of Pink Shirt Day.

Our Supporters and Friends

We're very thankful that so many individuals, groups, funders and businesses are keen to see New Zealand become violence-free, and to support those freeing their lives from the effects of violence. Whether it is hand-made quilts, recovered food, donations of shoes, Christmas gifts or money, we – and our families – rely so much on our champions in the community. We're grateful that so many people want to be a part of other people's journeys as they create better futures.

We'd like to acknowledge some of the people and groups that have supported us with donations, fundraising, gifts, volunteering, or in other ways. There are many more individuals who have supported us and although they are not named here, please know that your donations and support are immensely important to us.

Our Volunteers

From July 2016 until June 2017, Aviva was gifted 9,515 hours of voluntary time (excluding street appeal and events such as the Women's Expo). The majority of these come from our after-hours SASSC volunteers, as well as ACC return-to-work placements, student placements, Board members and gifted staff time. This is equivalent to 237 40-hour weeks, or four and a half years of full-time work, valued at over a quarter of a million dollars. We simply could not afford to pay for that assistance, and are so very grateful to every person who gifted their time to Aviva's mission.

Bequests:

- The Estate of Berry Hampden Talbot
- The Estate of Betty O'Dowd
- The Estate of Joyce Hamilton
- The Estate of Norman Ray Connor

Our Funders:

- ACE Aotearoa
- Air Rescue Service Ltd
- ANZ Staff Foundation
- B A Lewis Charitable Trust
- Blogg Charitable Trust
- Catholic Diocese of Christchurch
- Christchurch Casinos Charitable Trust
- Christchurch City Council
- Christchurch Earthquake Appeal Trust (NZ)
- Christchurch Earthquake Recovery Trust
- Clyde Graham Charitable Trust

- Keith Laugeson Charitable Trust
- Lion Foundation
- Lottery Grants Board
- Maurice Carter Charitable Trust
- New Zealand Community Trust
- Pub Charity Inc
- Rata Foundation
- Southern Trust
- The Sutherland Self Help Trust
- The Strathlachlan Fund
- The Tindall Foundation
- The Trusts Community Foundation
- The Todd Foundation
- The Wayne Francis Charitable Trust
- William Toomey Charitable Trust

The Loft Funders

We'd also like to thank the funders who in the last financial year have supported The Loft. In the last year Aviva, on behalf of the co-locating partners, received funds for The Loft from the Rata Foundation and The Wayne Francis Charitable Trust.

Our Supporters, Fundraisers and Donors:

- Amnesty International Canterbury Region
- AML Insurance
- BATA Group
- Breads of Europe
- Canterbury Scientific
- Chargeurs Wool (NZ)
- Christchurch Men's Prison Disaster Recovery Unit
- City Harvest
- Courier Post
- The Creek Trust
- Crisco
- Deloitte
- DMC & CMB Burnett Charitable Trust
- Dove Charitable Trust
- Drummond Inheritance Trust
- F Talks
- Grace Communications International
- Inland Revenue Department
- The Jones Foundation
- Karyn Robinson and ReLove
- Kiwi J. I. Office FitOuts
- Linden Leaves
- Lift Solutions Ltd
- Lois McFarlane Charitable Trust
- Macpac
- Mike Pero Ltd

- North Canterbury Soroptimists
- NZ Orthopaedic Association
- Pumpkin Patch
- Rotary Club of Bishopdale/Burnside
- SAGA Inc
- Scenic Hotel Group
- Scholastic New Zealand Limited
- Shoe Clinic, Riccarton
- Strategy Design & Advertising
- Suburbs Rugby Club
- The Twigger Women's Refuge Endowment Fund
- The Warehouse Distribution Centre, The Warehouse Eastgate and The Warehouse Rangiora
- Xtend-Life natural products

A World of Inspiration Supporters

- Innovative Travel
- Jane Daniels Design
- Spiritual Vodka
- Court Florists
- Lady Susan Satyanand

Plus all the many generous businesses who gifted items for the auction, and Goodie Bags



One of the weekly deliveries from City Harvest food recovery



Innovative Travel Managing Director Robyn Galloway, designer Jane Daniels, and Lady Susan Satyanand supported Aviva's April fundraiser, 'A World of Inspiration'.

Treasurer's Report

The Aviva Board of Governance is pleased to present the financial statements for the Aviva Charitable Trust for the year ending 30 June 2017.

The June 2017 financial year was both challenging and exciting with growth in our services; an increase in the number of people we support; and the completion of and move into The Loft.

From a financial perspective we saw a marked growth in income levels at \$4.4m for FY17 compared to \$3.3m in FY16. The core drivers behind this increase in income included:

- A generous donation and bequest received totalling \$0.8m, which include some specific requirements around use to progress strategic initiatives; and
- A \$0.8m increase in income from contracts held with government. This also contributed to a rise in expenses.

Expenses also increased during the year to \$3.1m. Of this increase, \$0.4m related to increased personnel costs associated with the delivery of contracts and the remainder of the change can be attributed to an increase in rent and other occupancy costs associated with The Loft (including the lease tail on our previous premises).

Overall, the Aviva Charitable Trust derived a surplus of \$1.4m in FY17, up from \$1.0m in FY16. However, it is important to note that \$0.4m of this surplus relates to funds received on behalf of The Loft and not able to be utilised for Aviva operations. As noted above, a further \$0.8m of the surplus relates to a donation and bequest that are tagged for the establishment of a Foundation, along with grant funding associated with a time-limited service pilot. Grant funding continues to be a challenge to secure and we expect FY18 to be increasingly difficult. As such, the Board is focused on driving fundraising efforts to ensure the organisation continues to provide financially sustainable services to our clients. Continued investment from our key funding partners is the greatest acknowledgement possible that we are indeed achieving our desired outcomes – we acknowledge and thank all of those funders who have continued to support Aviva in making a difference to our communities.

The accumulated funds of the Aviva Charitable Trust at balance date totalled \$2.9m, of which \$1.4m relates to funds



Staff member Celine accepts a cheque for \$7,000 raised by the North Canterbury Soroptimist's annual Craft Fair.

received, and held, on behalf of the Loft. Building of the accumulated funds associated with Aviva continues to be a focus of the Board to ensure financial stability. The closing cash position held in short-term accounts and term deposits stayed relatively static at \$2.2m between the two years. There was a large increase in amounts owed from grant providers at balance date which, if received, would have seen a significant jump in cash reserves.

From a financial risk management perspective, the primary area of focus for the Board is to continue to strengthen our financial position so that we can develop and implement strategic projects that deliver on our purpose. A key component to this is helping to drive the successful launch /operationalisation of The Loft.

In terms of The Loft, and as the current head lessee, Aviva Charitable Trust holds the assets on behalf of The Loft. Once a new Loft entity is formed all assets, and any residual liabilities held by the Aviva Charitable Trust, will be transferred to this new entity.

It is important for readers to note that the comparative financial information

The June 2017 financial year was both challenging and exciting with growth in our services; an increase in the number of people we support; and the completion of and move into The Loft.

contained in the financial statements relates to Christchurch Women's Refuge Incorporated. These have been included for financial comparison purposes only as the Aviva Charitable Trust has operated for only one year after the assets and liabilities of Christchurch Women's Refuge Incorporated were transferred through to the Trust. In addition, the statutory financial statements of the Aviva Charitable Trust have been prepared under a new set of accounting standards. As such, readers may notice the inclusion of additional information required under the Tier 2 Public Benefit Entity Reduced Disclosure Regime standards.

Peter Cody,
Treasurer

Statement of Comprehensive Revenue and Expenses

For the year ended 30 June 2017

	2017	2016
	\$	\$
REVENUE		
Donations, fundraising and other similar revenue	1,032,166	221,850
Revenue from providing goods or services	3,007,594	1,634,624
Interest and other investment revenue	51,597	77,853
Other revenue	343,043	1,365,026
TOTAL REVENUE	4,434,400	3,299,353
EXPENSES		
Expenses related to public fundraising	10,202	13,671
Volunteer and employee related costs	1,932,281	1,506,498
Costs related to providing goods or services	111,023	116,005
Other expenses	1,003,064	676,218
TOTAL EXPENSES	3,056,570	2,312,392
SURPLUS / (DEFICIT) FOR THE YEAR	1,377,830	986,961
OTHER COMPREHENSIVE REVENUE & EXPENSES	-	-
TOTAL COMPREHENSIVE REVENUE & EXPENSES FOR THE YEAR	1,377,830	986,961

Note: Of our surplus, \$722,247 (donation and bequest) is tagged for investment in a Foundation, and \$374,712 belongs to The Loft, leaving Aviva with an operating profit of \$280,871. The majority of this is budgeted for investment in frontline services and fundraising capacity for the FY18 year onwards.

Statement of Changes in Net Assets/Equity

For the year ended 30 June 2017

This Year			
DESCRIPTION	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance	447,973	1,066,985	1,514,958
Total Surplus / (Deficit)	1,377,830	-	1,377,830
Transfer to Reserves	(374,712)	374,712	-
Transfer from Reserves	-	-	-
Closing Balance	1,451,091	1,441,697	2,892,788
Last year (2016)			
DESCRIPTION	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance	527,997	-	527,997
Total Surplus / (Deficit)	986,961	-	986,961
Transfer to Reserves	(1,066,985)	1,066,985	-
Transfer from Reserves	-	-	-
Closing Balance	447,973	1,066,985	1,514,958

The Loft Reserve: This money represents the capital investment in the Loft project for the fit out, furniture, office equipment and computer equipment which is held on behalf of all the tenants of The Loft. The balance of the reserve as at balance date is \$1,441,697.

“Working with (my Support Worker) has given me a new perspective on life, and helped me change my life around”

***Grant**





(Christchurch Women's Refuge Incorporated)

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*Not their real names.